C4L Customer Service Manual

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COUNTY GATES

1 What we do

C4L enables you to significantly improve your Internet Infrastructure; providing better facilities, superior connectivity, and exemplary support.

C4L is a leading data centre colocation and connectivity solutions provider, we have access to over 100 UK data centres and more than 300 globally. In these data centres we offer a range of services including colocation, connectivity, cloud and communications. We have our own data centre located on the South West coast and operate a private, high-capacity, 1-100Gb capable fibre-optic network. This network is entirely Cisco based and links multiple data centres across the UK using a diverse fibre-optic backbone and DWDM technology to provide very high performance.

Throughout our history C4L's goal has remained the same, to provide exemplary reliability across all of our services, ranging from colocation and connectivity, to the newer cloud-based services such as virtual private servers, virtual data centres and elastic cloud computing.

C4L is now in its 13th trading year and our clients include government agencies, FTSE 250 companies, international financial institutions, system integrators, top 100 VARs, resellers and many of the UK's network carriers. Our entire business is committed to customer satisfaction and quality of service and we have achieved certifications such as ISO9001 & 27001 to demonstrate this. C4L was the 2012 winner of HSBC's South West Business Thinking initiative, and has been ranked in the Deloitte Technology Fast 50 and Fast 500 EMEA, as well as the Sunday Times Microsoft Tech Track 100.

C4L's experience within the industry has led to the following accreditations:

- ISO 27001 Quality Assured Accredited
- ISO 9001 Quality Assured Accredited
- C4L winner of the South West region HSBC Business Thinking Initiative
- C4L named the 12th Fastest Growing Technology company in the UK by Deloitte in the Fast50
- C4L named the 39th Fastest Growing Technology company in the EMEA by Deloitte the Fast500
- C4L named finalists this year at the ISPA's in the Best Business Customer Service ISP
- C4L listed in the Sunday Times Tech Track 100

C4L provides a comprehensive range of standard and premium services to fully cater for your colocation requirements.

1.1 Data Centre Colocation Services

C4L offers unparalleled choice of colocation services. All levels of rack space are available at over 30 data centre locations. These data centres are spread across the UK, including Europe.

1.2 Internet Connectivity Services

C4L's IP Transit isn't limited to our colocation customers. You can benefit from low IP Transit charges from any of our data centre locations across the UK and Europe.

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1.3 Data Storage & Backup Services

C4L's unique storage and backup services allow you to replicate your vital information quickly, securely, and with minimal expense. With a range of storage and backup solutions available, you're sure to find the ideal solution for your business.

1.4 Business Continuity Services

But what about your physical equipment? C4L offers, 2 types of disaster recovery solution. Firstly we offer Data Centre Disaster Recovery, giving you a presence in a separate, geographically diverse data centre, with an interconnect to mirror your data. And Business Disaster Recovery solutions, allowing you to replicate your data to a secondary site.

We also offer Virtual Dedicated Servers (VDS) to replicate your office environment, allowing you to continue your business uninhibited, even in the event of a disaster. We offer 100% uptime, connectivity, data security and reliability to give you the ultimate disaster recovery solution.

2 Authorised Contacts/Annex E

C4L require all customers to complete an Annex E form. This lists persons who are authorised contacts at your company, each contact must be ranked as a Tier 1, Tier 2 or Tier 3. It is the responsibility of Tier 1 contacts that the list is up to date at all times. We advise that you have at least two contacts at Tier 1 level.

- Tier 1: Individual may request access to customer service (physically or remotely) for themselves and others, order Support Services on behalf of the customer (e.g. Remote Hands, cables, etc.) and change the Authorisation List. Suitable for the customers' Project Managers and those detailed above.
- Tier 2: Individual may request access to customer service (physically or remotely) for themselves and others, order Support Services on behalf of the customer (e.g. Remote Hands, cables, etc.). Suitable for customers' first line support and engineers.
- Tier 3: Individuals may request access for themselves only. Suitable for the customers' temporary staff.

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3 Support Services

3.1 Customer Support Portal

The following online customer portal presents information related to the services that you have with C4L. The portal enables you to view port traffic, Statistics, Burst charges, network status and contact details:

https://customers.c4l.co.uk

Login credentials can be found in the 'Connection Notice' document which is issued to you at the same time as your handover document or you can email our support team at **support@c4l.co.uk** and they will be happy to help.

3.2 Technical Support

Technical support is provided as part of your services with C4L. You can request support by creating a support account at the following C4L support portal:

https://support.c4l.co.uk

Once you have registered an account, a confirmation email will be sent to the registered email address.

Support tickets can then be submitted using the online support portal or by calling the Support Team on 01202 299799 option 3. You can choose the category and severity of support and based on the service level agreement available on request, your support ticket will be handled accordingly.

Once you have submitted a support ticket, you will be provided a support ticket reference number with which you can track your support issue.

Depending on the nature of your support ticket, the following information will be required for the Support Team to effectively process your support ticket:

- Circuit reference number or co-location location, available from **https://customers.c4l.co.uk**
- Timestamps
- Duration of issue
- Reporting information such as trace routes, pings plots and MTRs
- Number of times the fault has been experienced
- Number of users and devices affected
- Type of service affected

3.3 Reporting a Fault

Customers are encouraged to submit faults using the support portal at **https://support.c4l.co.uk**. Support tickets will then be handled as quickly as possible. However, should a fault require immediate assistance, please follow up support tickets with a call to the following phone numbers.

- Office hours +44 (0) 1202 299799 option 3
- Out of hours: +44 (0) 1202 299799 option 9 or +44 (0) 1202 232555

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To contact C4L for emergency, out of hours support, C4L require that support tickets be followed up with a phone call.

Where internet access is not available but email access is available, support requests, from an email account which is registered at **https://support.c4l.co.uk**, can be forwarded to **support@c4l.co.uk**.

3.4 Escalation

Should there be a requirement to escalate your support ticket, you can request escalation within the support ticket or by calling the Support Team.

4 Access Requests

An access request can only be made by a person who has the permissions to do so as per your Annex E form. You can request 2 types of access, remote or physical. If you are not on the access list then you will need to get a person who is a Tier 1 level to contact our Support Team to update the Annex E.

Your Annex E list must be kept up to date at all times, especially if an employee leaves your organisation.

4.1 Bournemouth DC

Each and every member of staff in your organisation requiring access to the Data centre will require a C4L issued security badge. On their/your first visit we will issue this badge, taking a photo of you to place on the card as well as capturing your biometric information so you can use our Anti Tailgating portal.

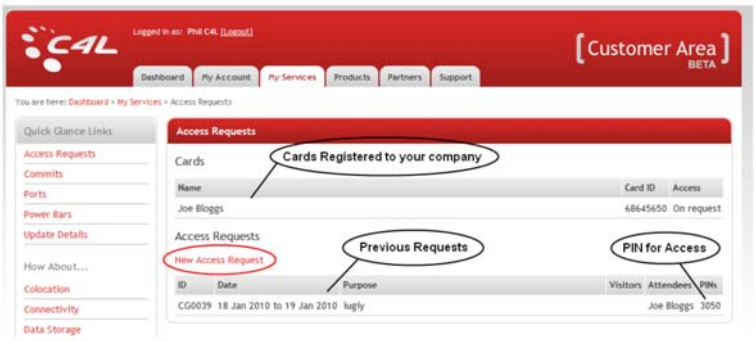
The badge(s) will be assigned to your customer account and will be permanently disabled until you request access. Each time you request access a random PIN will be generated for access.

Pre-requisites:

1. A C4L issued security badge
2. Access to the Internet
3. Your C4L username and password

To request access please log onto the customer portal at **https://beta.customers.c4l.co.uk** using your C4L username and password. If you do not know this information please raise a support ticket at **https://support.c4l.co.uk** this ticket must be raised from one of the authorised contacts on your Annex E form.

Once logged in you will see a menu on the left hand side, select Access Requests and you will see a screen similar to the one below:



The screen shows all the badges that are registered to you. It also shows your previous/current requests along with the PIN numbers required for access.

Should you need to request a new access code simply click ''New Access Request'' which is highlighted with a red circle above. Simply fill in the details as below, entering a reason for the access.

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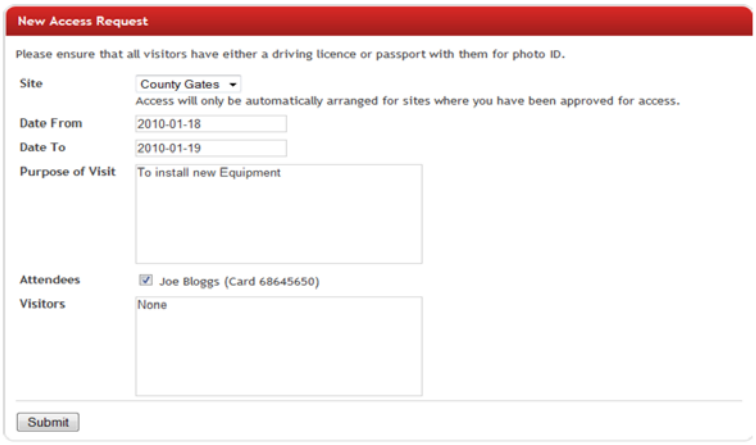
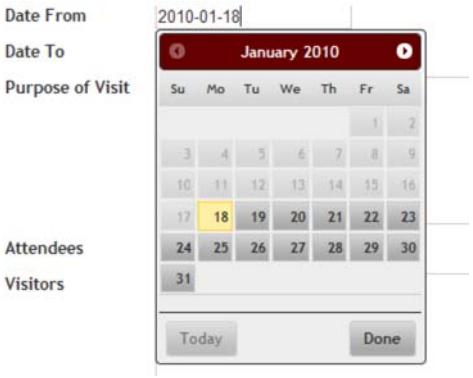


Simply select the site required for access: County Gates, then select the dates you require the access from and to. When you select the dates a popup appears as below allowing easy selection of the date.



If you select a day such as the above the access would be applied from 00:00 until 23:59 on that day.

You also need to select the badges you wish to activate for this access request.

Once you have clicked submit you will be returned to the Access page where your new access should be showing.

If you see ''Denied'' anywhere please email our support team at **support@c4l.co.uk** so we can rectify the problem and grant you access.

4.1.1 How to use your badge

We have a number of readers, pin pads and biometric scanners which you need to use in order to successfully gain access to the centre. You MUST have followed the procedures on requesting access otherwise your badge will not work.

4.1.2 The car park

On pulling up to the barriers of the car park you will see a post with an intercom on it as well as two silver readers. Simply offer the badge up to the silver reader which is fixed to the intercom box (not the one on the blue pole). The barrier will then open and you are free to park in the visitor spaces on the right hand side of the car park, next to the road.

4.1.3 The back door

On the back door we have installed a keypad entry system, please follow the step by step instructions below:

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1. Offer your card up to the PIN Pad, it will beep and a red LED will flash
2. Type in your PIN number carefully. 3 wrong attempts will block the card
3. The door will open allowing you into the facility

4.1.4 If you do not hold a C4L security badge

If you do not hold an access card then you will need to contact our Support Team at **http://support.c4l.co.uk** who will arrange to issue you with a temporary access card.

Note: Please ensure that all temporary access cards are returned to the 7th Floor when leaving. Failure to do so may result in a charge.

4.2 All other sites

To raise an access request you must raise a ticket with our support team either by sending an email to **access@c4l.co.uk** or by logging on to our support site **https://support.c4l.co.uk/** and submitting an access request.

If you submit an access request by email then please ensure that you include the following details.

- Your name
- Company name
- DC you wish to access
- Your rack location
- Date and time you require the access
- Brief description of the work that will be undertaken

Please note that an access request will not exceed 7 days. Most data centre's supply a ticket reference and or require a pin code for you to enter, this will be supplied to you by our Support Team via the access ticket that you raised.

Access to all sites may be granted at least 24 hours in advance. Emergency access can be arranged, but this is at the discretion of the data centre.

Out of hours access requests must be made online and followed up with a call to the following phone number:

- Out of hours: +44 (0) 1202 299799 option 9 or +44 (0) 01202 232 555

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4.3 Photo identification

Please note photo Identification will need to be produced when you arrive at the DC (Both Bournemouth and other sites) acceptable forms of Photo id are:

- Valid Passport
- Valid UK or European Driving License

Note: Failure to produce valid photo ID will result in refused access to the DC.

4.4 Permanent Access

It is C4L's policy that we do not allow permanent access to a DC. However, if this is something you require then it can be discussed with your Account Manager and the Data Centre Manager on a case by case basis.

4.5 Access Cards

Access cards are not transferable and can only be used by the person that it was issued to. Temporary access cards are the property of C4L and must not be taken off the premises. If your access card is lost or stolen then you must contact the support team by calling 01202 299799 option 3.

Note: You must be aged 18 or over to be issued with an access card.

5 Network operation Centre

If you are experiencing a problem with your connectivity please check our Network Operations Centre available at **http://noc.c4l.co.uk**.

The NOC website is where all the latest network information is posted, anything from problems to new features on the network. The NOC website will be updated every 15 minutes in the instance of a connectivity issue.

We encourage customers to register an account with the NOC so that important updates are automatically emailed to the registered email address. NOC accounts can be registered at the following address or by contacting the support team: **http://noc.c4l.co.uk/subscribing-to-email-alerts/.**

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6 Delivery Procedure

Customers must inform C4L of any impending deliveries, and request a delivery ID number by emailing **support@c4l.co.uk** with the following detail as a minimum:

- Anticipated date of delivery
- Number of parcels
- Size and content
- Courier if known

A unique Delivery ID will then be provided to the customer by email. This Delivery ID number must be visible on each parcel delivered. An example is here:

Delivery ID: TKH-123-12345
Attn: Support Services
C4L
County Gates House
300 Poole Road
Westbourne
BH12 1AZ

Failure to display a valid Delivery ID number may result in goods not being accepted into County Gates House.

On receipt of a delivery the Support Team will email the customer to advise that the delivery has been received.

When collecting your parcel(s) you will need to go to the 7Th floor and have your delivery ID number. You will not be able to collect your parcel without your delivery ID.

C4L will hold your delivery free of charge for 7 days. Any deliveries collected after 7 days may incur a storage charge, as shown below:

0-7 days	- free of charge
8-29 days	- £25.00 per day per parcel
30 + days	- £75.00 per day per parcel

7 Visitors

When arriving at County Gates House all visitor's need to report to the 7th floor where you will need to sign in. You will greeted by a member of our Business Support Team who will contact the member of staff you are visiting.

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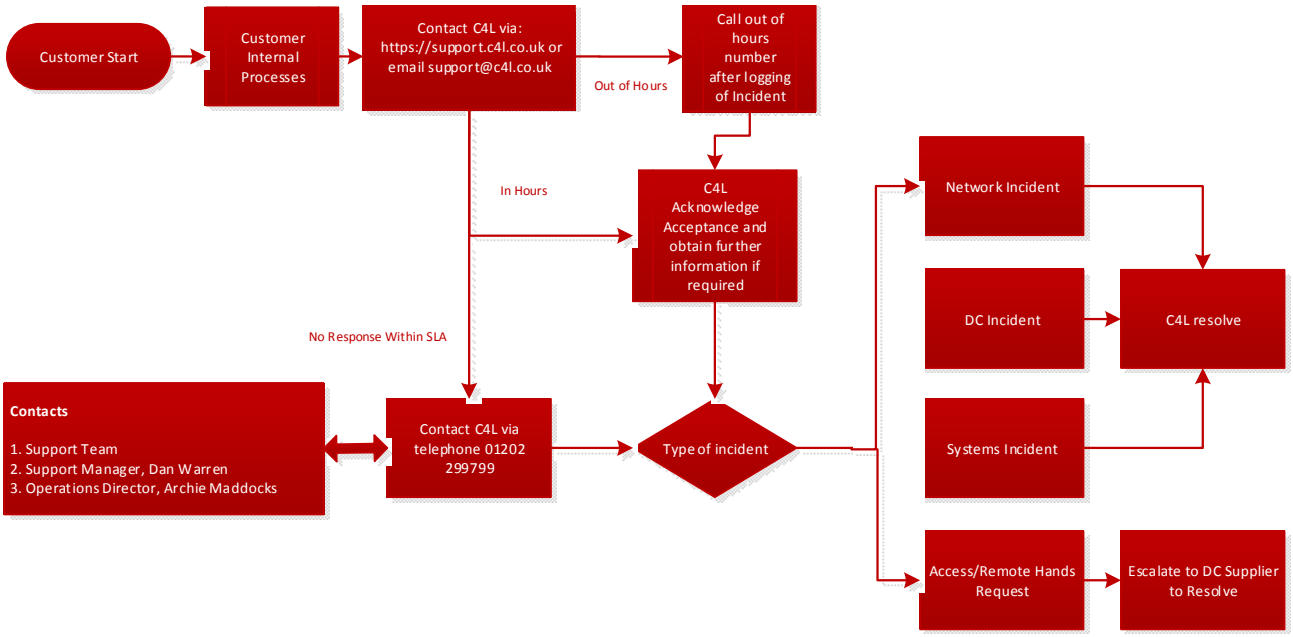
8 Customer Incident Process


Customer Start
Customer Internal Processes
Contact C4L via: https://support.c4l.co.uk or email support@c4l.co.uk
Out of Hours
Call out of hours number after logging of Incident
In Hours
C4L Acknowledge Acceptance and obtain further information if required
No Response Within SLA
Contacts
1. Support Team
2. Support Manager, Dan Warren
3. Operations Director, Archie Maddocks
Contact C4L via telephone 01202 299799
Type of incident
Network Incident
DC Incident
Systems Incident
Access/Remote Hands Request
C4L resolve
Escalate to DC Supplier to Resolve

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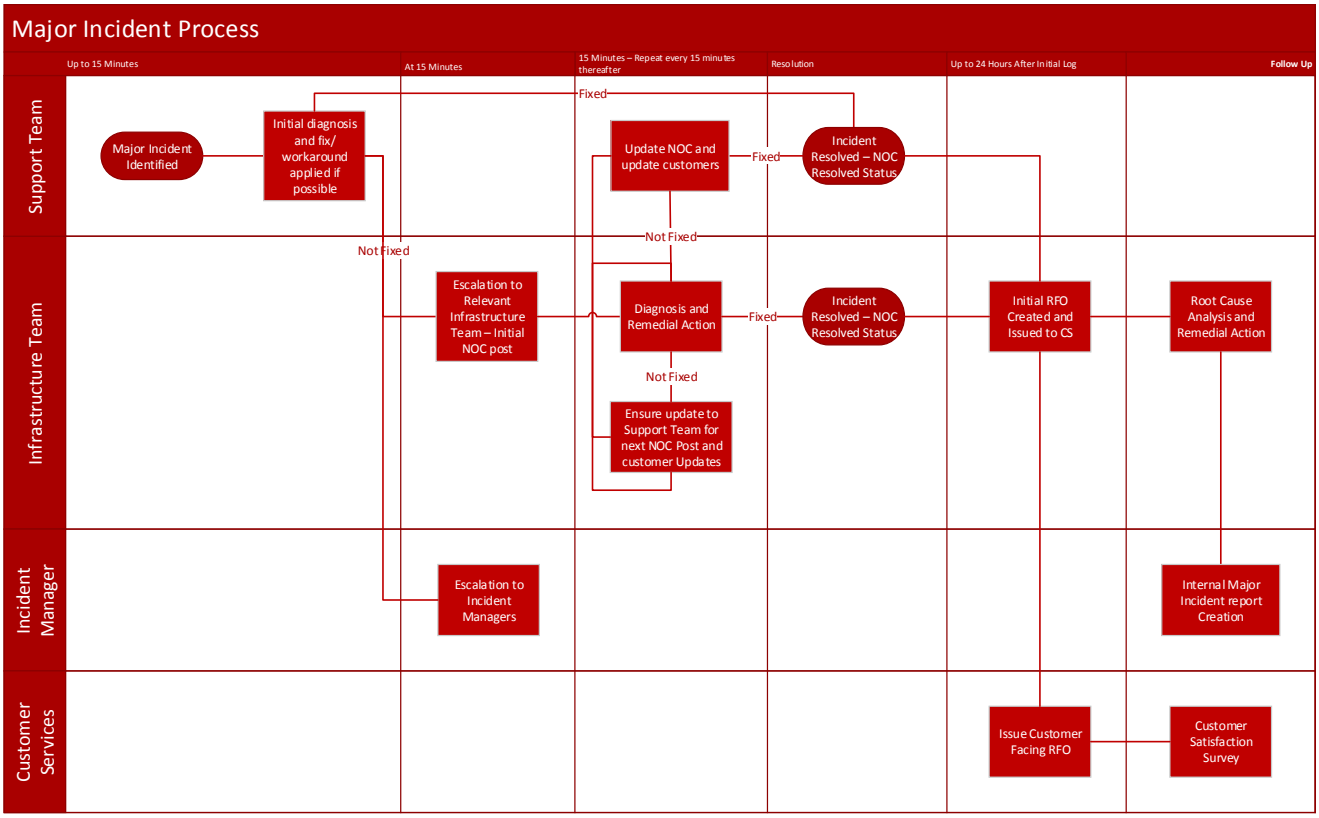
9 Major Incident Process


Major Incident Process
Up to 15 Minutes
At 15 Minutes
15 Minutes – Repeat every 15 minutes thereafter
Resolution
Up to 24 Hours After Initial Log
Follow Up
Support Team
Infrastructure Team
Incident Manager
Customer Services
Major Incident Identified
Initial diagnosis and fix/ workaround applied if possible
Fixed
Update NOC and update customers
Fixed
Incident Resolved – NOC Resolved Status
Not Fixed
Not Fixed
Escalation to Relevant Infrastructure Team – Initial NOC post
Diagnosis and Remedial Action
Fixed
Incident Resolved – NOC Resolved Status
Initial RFO Created and Issued to CS
Root Cause Analysis and Remedial Action
Not Fixed
Ensure update to Support Team for next NOC Post and customer Updates
Escalation to Incident Managers
Internal Major Incident report Creation
Issue Customer Facing RFO
Customer Satisfaction Survey

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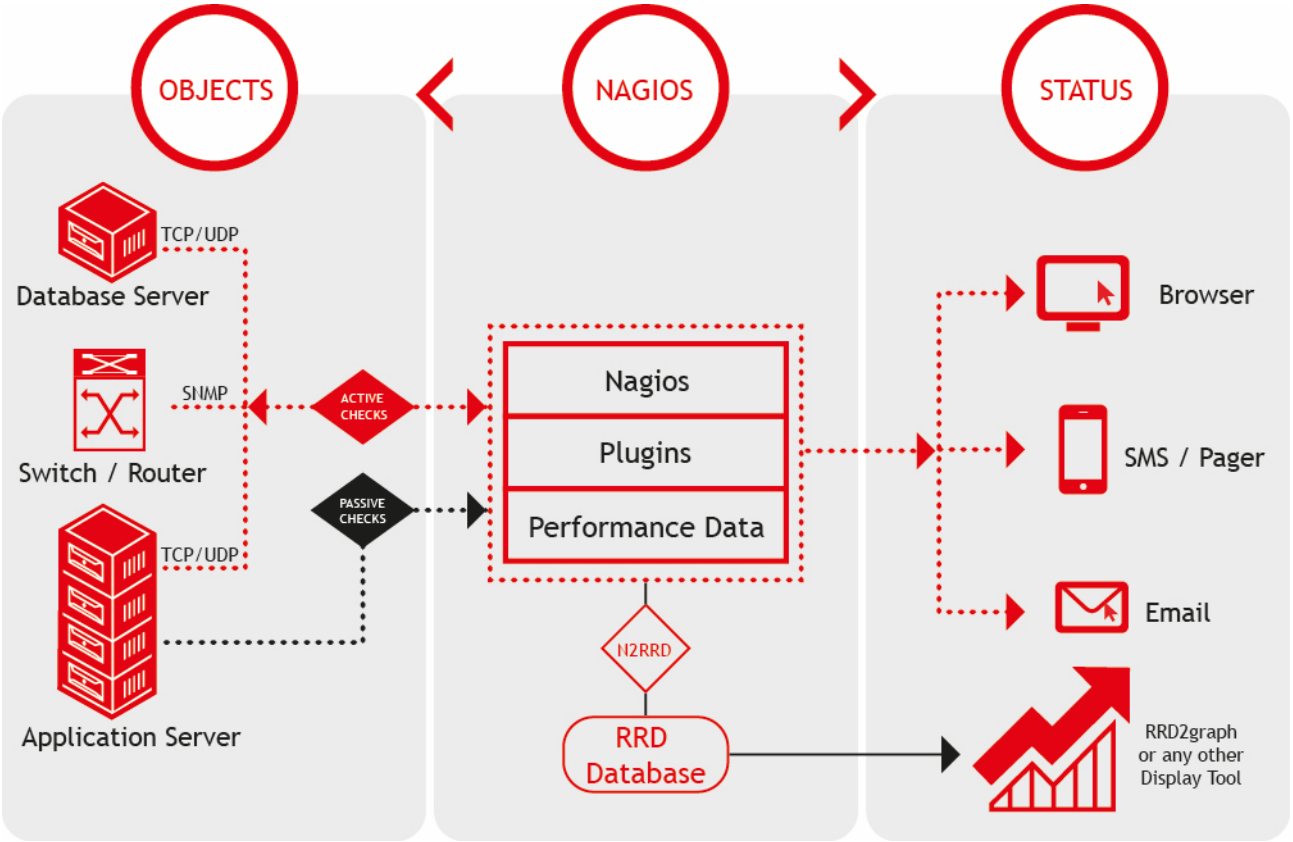
10 Monitoring

C4L use a variety of monitoring tools that give us both a way to react to alerts as well as enabling us to be pro-active.

Our main tools are SolarWinds and Nagios. These are used to alert the teams to any network events, whether that is informational, warning or critical and output to a number of devices including large screens within the NOC.

We operate Nagios on the below principles:



11 Complaints Procedure

C4L's formal complaints policy is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the customer's satisfaction.

C4L defines a complaint as 'an expression of dissatisfaction (with C4L, or with a member of staff) that relates to C4L and that requires a formal response'.

You can download a copy of our complaints policy by visiting http://www.c4l.co.uk/contact-us under Customer Services.

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12 Useful Contacts

Sales team
Tel: 01202 299799 Option 1
salesteam@C4L.co.uk

Support
Tel: 01202 299799 Option 3
support@C4L.co.uk

Customer Services
Tel: 01202 299799 Option 5
customer.services@C4L.co.uk

Marketing
Tel: 01202 299799 Option 4
marketing@C4L.co.uk

Finance
Tel: 01202 299799 Option 2
accounts@C4L.co.uk
billing@C4L.co.uk

HR – Job applications
Tel: 01202 299799 Option 6
apply@C4L.co.uk

13 Data Centre Information

Information for all our data centre locations can be found here **http://www.c4l.co.uk/resources/data-sheets**

14 Terms and Conditions

All terms and conditions for our services can be found by clicking on the following link **http://www.c4l.co.uk/resources/terms-and-conditions**.

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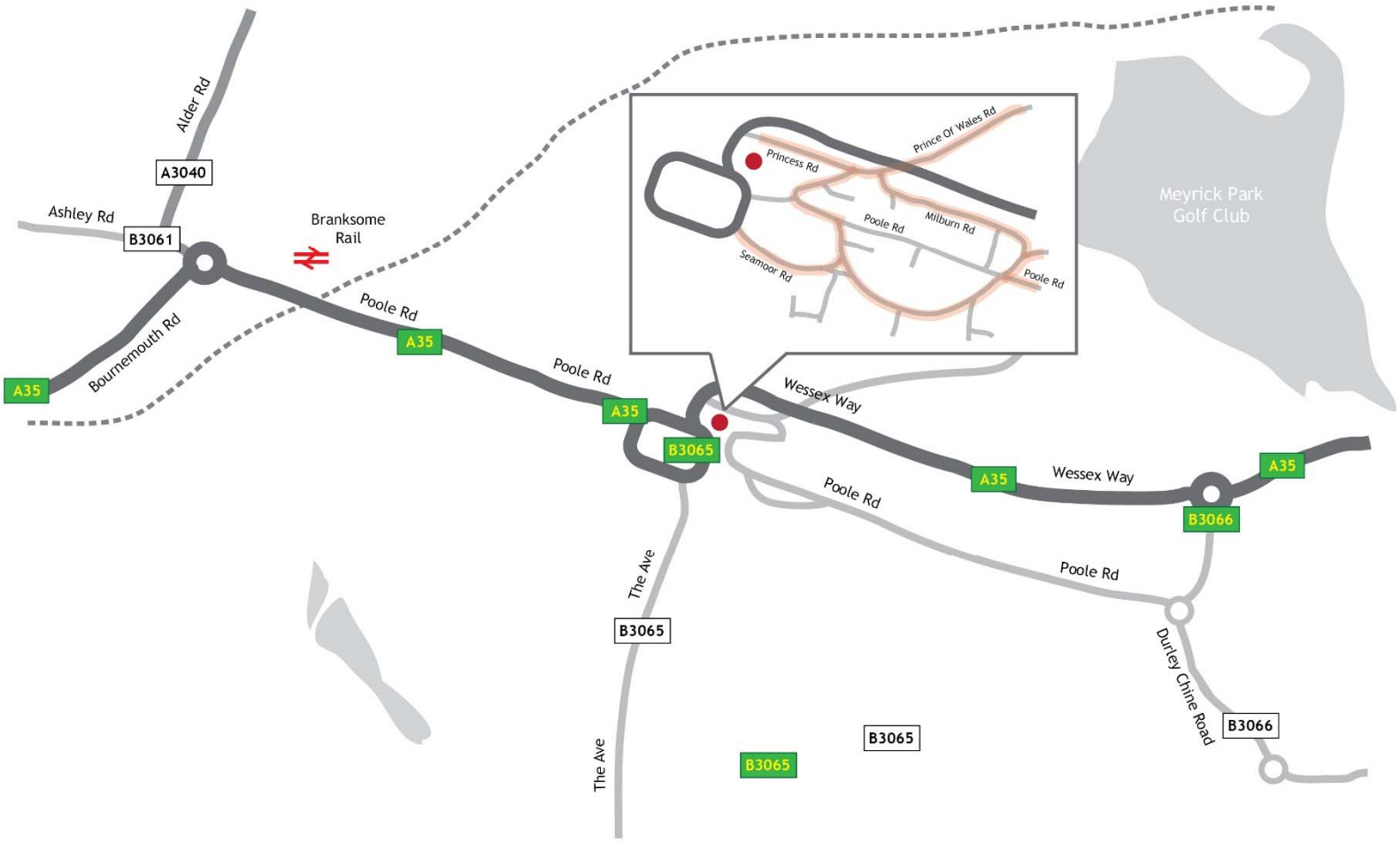
15 Map Directions



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